

Protean eGov Technologies Limited



protean
Change *is* growth

Standard Operating Procedure (SOP)

Reset of I-PIN (DDO)

Version 1.1

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REVISION HISTORY

Sr. No.	Date of Revision	Version	Section Number	Description of Change
1	NA	1.1	-	Initial Version
2	31.12.2025	1.1	-	<ul style="list-style-type: none">• Change in login domain from cra-nsdl.com to cra.nps-proteantech.in• Revised screenshots are provided



Background:

As per the existing process, Nodal Office User is required to submit a written request to CRA for generation of new IPIN. Upon receipt of the written request, CRA processes the request in the system. Once processed, the new IPIN gets printed and the pin mailer gets dispatched to the concerned Nodal Office.

CRA has now developed a new functionality wherein Nodal Office can reset IPIN instantly of its choice. This functionality allows Nodal Office (DDO) to reset IPIN by entering the IPIN and getting it authorized by its mapped PAO/DTO. This functionality will ensure efficient and faster issuance of IPIN. The IPIN gets reset instantly and hence it saves the time required to reissue of physical IPIN.

Sections:

A) DDO office initiating (capturing) the request for 'Instant Reset IPIN'

B) PAO/DTO office authorizing the request for Instant Reset IPIN of DDO

Process:

A) DDO initiating (capturing) the request for 'Instant Reset IPIN'.

1. DDO needs to click on the 'Reset Password' link on the home page (<https://cra.nps-proteantech.in/>) (refer Image A.1.1)

Image A.1.1

The screenshot displays the National Pension System (NPS) website interface. The header includes the Protean logo, the NPS logo with the tagline 'Zorani Hai', and the text 'National Pension System (NPS)'. Below the header, there is a navigation menu with various service links: Annual Transaction Statement on Email, My Withdrawal Utility, Invest in NPS, Activate Tier II Account Free !!, FATCA Compliance, Know Your Pension (NPP), Subscriber Consent to share contact details with ASP, Subscriber Registration/Photo-Signature Modification Request, and Status using Receipt Number.

The main content area features two forms. The first form is titled 'Subscribers' and has radio buttons for 'NPS' (selected) and 'UPS'. It includes fields for 'User ID', 'Password', and 'Enter Captcha' (3 9 + 4 =). Below the captcha is a checkbox for 'I understand that' and a list of terms: 'My User ID/PRAN & Password is confidential & not to be disclosed.', 'Password should be complex and not commonly used text or number.', and 'I need to keep changing my password regularly.' A 'Submit' button is present. Below the form are links for 'Reset Password' and 'IPIN for eNPS', and a 'Help/Instructions for Login' link.

The second form is titled 'Nodal Offices / Other Intermediaries' and has radio buttons for 'IPIN' (selected) and 'Digital Certificate'. It includes fields for 'User ID', 'Password', and 'Enter Captcha' (5 2 + 6 =). Below the captcha is a checkbox for 'I understand that' and a list of terms: 'My User ID/PRAN & Password is confidential & not to be disclosed.', 'Password should be complex and not commonly used text or number.', and 'I need to keep changing my password regularly.'



2. Select the 'Instant Set/Reset Password' Option (*refer Image A.2.1*) and select the "Nodal Office" option. After selection, the DDO needs to provide its User ID in the designated field & enter the captcha

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National Pension System (NPS)

[Steps/Process to Reset Password for Nodal Offices](#)

Reset Password using secret question Instant Set/Reset Password

Reset Password

Nodal Office Generate OTP

User Id *

Enter Captcha *

4 8 + 4 = Refresh

Submit Reset

Home

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Image A.2.1

3. After providing the respective User ID, the user is required to provide certain mandatory details (marked in red asterisk (*)) along with the new password (IPIN) as per the choice of Nodal Office (*refer Image A.3.1*).

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National Pension System (NPS)

Reset I-PIN

User ID SGV147022D00

Entity Reg. No. *

Name of the Person *

First Name * Middle Name Last Name

Designation *

Office City

Registered Email Address *

Email Address for PIN mailer

Pin Code *

New Password *

Confirm Password *

Submit Reset

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Image A.3.1



4. DDO User should ensure that the details entered should match with the details available in PCRA system. DDO User shall click on “Submit Button” to process. (refer Image A.4.1).

Reset I-PIN

User ID: SGV147022D00

Entity Reg. No. *

Name of the Person *

Designation *

Office City

Registered Email Address *

Email Address for PIN mailer

Pin Code *

New Password *

Confirm Password *

First Name * Middle Name Last Name

Submit Reset

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Image A.4.1

5. Once the details are submitted, a confirmation screen will be displayed with the detail entered. The user needs to confirm the same (refer Image A.5.1).

Reset Password Confirmation Screen

User ID: SGV147022D00

Entity Reg. No.

Name of the person

Designation

Registered Email Address

Pin Code

Confirm Cancel

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Image A.5.1



6. After confirmation, an acknowledgment number will be generated. A print option has been provided to print the Acknowledgement details as appearing in the screen (*refer Image A.6.1*).

Reset Password Request

Please ensure to take print of Acknowledgement details before closing this window / session and submit it to your Nodal Office/any POP-SP for reset of Password.

Acknowledgement No	9200001716
User ID	
Entity Reg. No.	
Name of the person	
Designation	
Email Address	
Pin Code	
Reset Password request has been successfully initiated	
Captured Timestamp	31/12/2025 18:35

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DDO User needs to submit this acknowledgement details to its mapped PAO/DTO office for authorization.

Image A.6.1



B) PAO/DTO office authorizing the request for Instant Reset IPIN of DDO

1. After receiving the Acknowledgement for reset IPIN from its underlying DDO, PAO/DTO user will login in CRA system (<https://cra.nps-proteantech.in>) and navigate to 'User Maintenance' and select 'Authorize Re-Issue of IPIN/TPIN' to authorize the same (*refer Image B.1.1*).

Image B.1.1

protean | NPS *Zaruri Hai* National Pension System (NPS)

Welcome Pay and Accounts Office 1000114200 21 Dec 2020 Home | Logout

Subscriber Registration - Subscriber Maintenance - Nodal Office Management - Views - EIM Transactions - Exit Management - Grievance Management - Unified Pension Scheme - Reports - User Management

Re-Issue of IPIN/TPIN
Reset IPIN

Welcome to Central Recordkeeping Agency
Click here to view list of Exit Claim IDs awaiting any action

Subscriber is required to purchase the annuity at the time of Exit. To view annuity quotes, please click here [View Annuity Quotes](#)

New Subscriber Registration Form (CSRFF) will be effective from Dec 1, 2017. Ensure that existing CSRFF (in circulation) should reach CRA-FC by Nov 27, 2017 to avoid rejection

Information regarding online submission of FATCA Self-Certification in Subscribers login may be disseminated to your Subscribers. For details, [Click here](#)

Click here for PFRCIA Advisory on streamlining of handling of Exit cases

NPS Operations Guide PRO/OTO DDO
CRA Helpline for Nodal Offices 1000-222-0811 (toll-free)

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Notification	
Transaction Type	Count
Withdrawal Request Verification	1
Subscriber Bank Details Update	181



- A search page will be opened where the authorizer can be able to search the request based on User ID, Acknowledgement Number or Date Range.

The user should select the Transaction Type as 'Reset IPIN' (refer Image B.2.1).

After providing the details as per any of the above-mentioned search criteria, the system will display the pending requests for authorization. PAO/DTO user needs to click on Acknowledgement id for authorization (refer Image B.2.2).

Image B.2.1

National Pension System (NPS)

Welcome Pay and Accounts Office-1005114200 05-Jan-2026 Home | Logout

Subscriber Registration - Subscriber Maintenance - Nodal Office Management - Views - ERM Transactions - Exit Management - Grievances Management - Unified Pension Scheme - Reports - User Management

Authorize Reset Password/T-PIN

Transaction Type ^{*} ^{*} Mandatory Fields

User ID/IPRAN

Acknowledgement No.

From Date (dd/mm/yyyy)

To Date (dd/mm/yyyy)

Note
 > Re-issue of Password instructions which are not authorised within 15 days of capture will be cancelled by the system.

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Image B.2.2

National Pension System (NPS)

Welcome Pay and Accounts Office-1005114200 05-Jan-2026 Home | Logout

Subscriber Registration - Subscriber Maintenance - Nodal Office Management - Views - ERM Transactions - Exit Management - Grievances Management - Unified Pension Scheme - Reports - User Management

Authorize Reset Password Request

Sr. No.	Acknowledgement No.	User ID/IPRAN	Captured Date	Maker Action	Maker Action taken date	Maker User Id
1	S200001716	SGV147022D00	31-12-2025	-	-	-

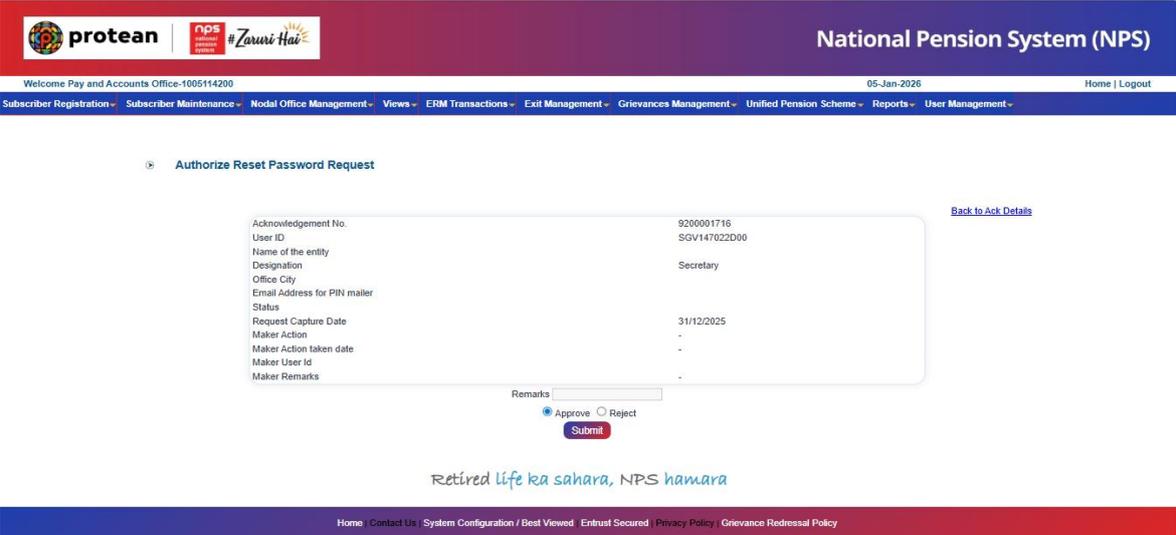
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3. Once the PAO/DTO user clicks on a particular Acknowledgement Number, the user will be navigated to the Request Details Screen wherein details of the request captured by DDO will be displayed along with the 'Approve' and 'Reject' option (refer Image B.3.1). In case of 'Rejection', the user should provide the appropriate 'Remarks' in designated field.

Image B.3.1



4. On successful authorization, the Acknowledgement Number will be displayed with an appropriate message such as request has been authorised along with Timestamp (refer Image B.4.1)

Image B.4.1

